Our Vision and Mission

- <u>Vision</u> – Human Services strengthens the quality of life of Bloomington citizens by addressing relevant community issues through its expertise, resources, and partnerships.

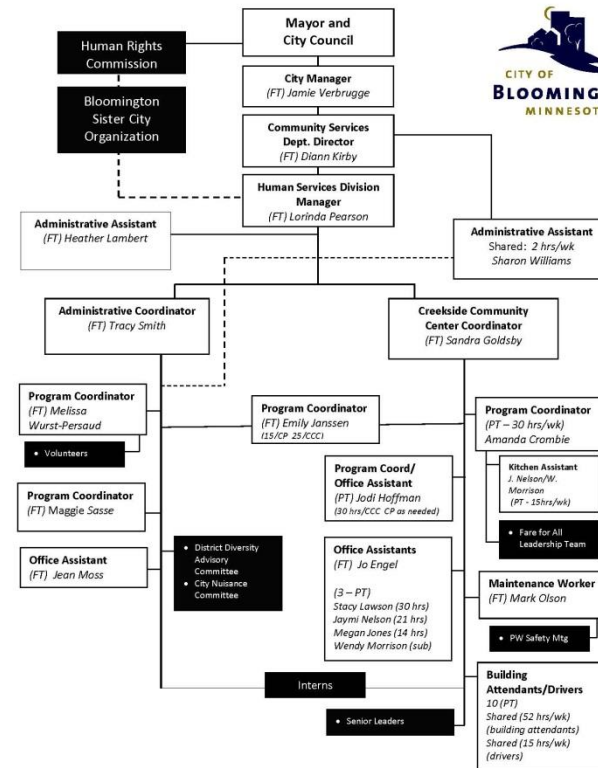- <u>Mission</u> – To assure human services needs are met through the involvement of Bloomington residents.

Staffing – Full-time
- 1 – Manager, Human Services,
  Human Rights, Creekside Community Center
- 1 – Administrative Coordinator
  Finance, Americans with Disabilities Act,
  Diversity & Youth Programs
- 1 – Creekside Community Center Coordinator
- 4 - Program Coordinators (1unfunded)
- 1 – Administrative Assistant
- 2 – Clerical Support
- 1 – Maintenance Staff

Staffing – Part-time
- 3 – Program Coordinators
- 3 – Clerical Support

City of Bloomington **Human Services Division** Organizational Chart

December 15, 2015

Citizen Services

Citizen Services

- Partner with the community to meet identified needs of families and children with low income, older adults, multicultural communities and individuals with disabilities, and homeless.

- 16,000 citizens provided information and referral assistance.

- Coordinator assistance:

  - 8:00 a.m. – 7:30 p.m.
  - Monday – Friday
  - Other times by appointment

Meal Program

Meals

Available at Creekside Community Center

14,587 senior program noon meals

- Monday – Friday
- 11:30 a.m.– 12:30 p.m.

35,193 Loaves & Fishes evening meals

- *Monday – Friday 5:30 – 6 p.m.*

Human
services

Food Resources

2014 Food Resource Programs

- 1,349 *Buyers Club* mini-market sales including produce, pasta, nuts, etc.

- 1,725 people served at *Fare for All,* a collaborative food buying program which enables people to save up to 40% on groceries

- 13,250 *Optage Frozen Meals* delivered weekly

- 133 People attended *Share in the Feast* collaborative holiday meal program with the faith community

Human *services*

September 2015

Community Programs

Programs and Events

- 24 programs

- 7,000 participants

- Activities: Kite Day, Homeless is my Address not my Name exhibit, Older Americans Month and Veterans Day.

- Support Human Rights Commission: Black History Month, Freedom Rider exhibit, Diversity Day, Naturalization Ceremony, Heritage Day, and Education of the Girl Day

Human *services*

Volunteerism

In 2014, 350 volunteers assisted in the community to provide support for services operated by the Human Services Division

This equates to

- 30,419 hours totaling
- $740,000 value-added service

September 2015   Slide 7

50+ Programs

50+ Programs

- 60 programs
- 14,300 participants

Transportation

- 564 one-way trips for older adults and people with disabilities

Creekside Community Center

180,000 visitors annually

Regular business hours: 7:30 a.m. – 7:30 p.m. Monday – Friday

This public facility is available for rental 7 days a week,
24 hours a day to Bloomington citizens. $105,423 revenues received in 2014

Services include meeting room spaces, commercial kitchen, notary services,
free Wi-Fi, a library and upgraded technology.

Facility houses the Bloomington senior programs and leases space to
2 local/regional human service agencies.

Human services

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Partnerships & Accessibility

Contractual Partnerships

- Approximately 60 contract agencies which provide education, human services, food, financial assistance, legal assistance, transportation, older adult services, translation services and citizen engagement.

- Examples: Bridging, Cornerstone, Oasis for Youth, VEAP, Loaves and Fishes & HomeLine

Americans with Disabilities Act (ADA)

- Provides oversight to the City on facility and program access.

- Provided 23 citizens with information which addressed complaints in regards to accessibility.
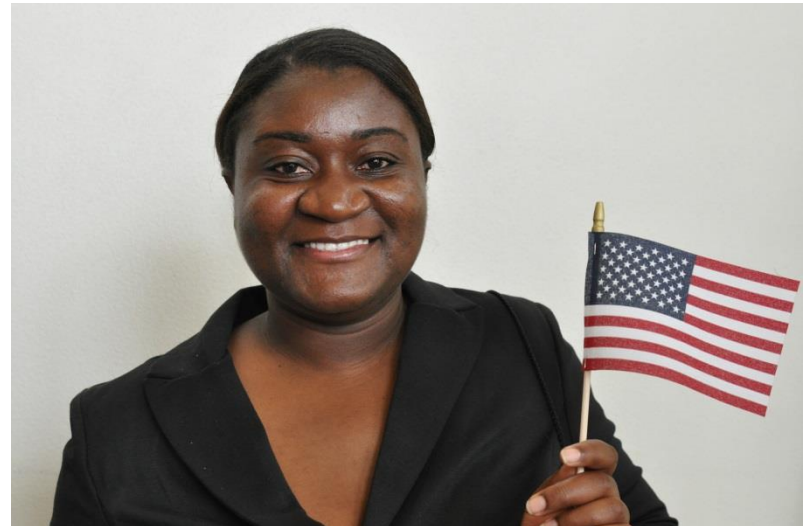
Human *services*

Human Rights Commission

Appointed by the City Council to aid and advise in insuring equally opportunity for all citizens
- 9 members (7 adults and 2 youth)

Developed the following workplan categories for action in 2015
- Cultural Competence
- Equality
- Leadership
- Public Relations

Mediates human rights complaints

A Naturalization Ceremony was hosted by the Human Rights Commission in conjunction with International Day of Peace.

Human services